(d) if so, the details thereof; and

(e) if not, the reasons therefor ?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV) : (a) During 1998-1999, the total (both domestic & international) percentage of passenger traffic from Gujarat, Bihar and Madhya Pradesh was 3.5%, 0.3% and 1% respectively. Revenue figures are not maintained State-wise for domestic traffic.

(b) No, Sir.

(c) to (e) Operators are free to airlink any place in their commercial judgement subject to compliance with the Route Dispersal Guidelines which stipulate certain minimum operations on specified category of routes.

Resumption of IA flights to Kathmandu

3822. SHRIMATI JAYAPRADA NAHATA : SHRI AMAR SINGH : Will the Minister of CIVIL AVIATION be pleased to state :

(a) whether it is a fact that IAC has not resumed its flight for Kathmandu as yet and if so, the reasons therefor and by when it is likely to be resumed; and

(b) whether Government had deputed team to ascertain the security arrangement at Kathmandu and if so, the details thereof including the report submitted by that team ?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV) : (a) and (b) A team of Civil Aviation experts, which visited Tribhuvan International Airport, Nepal in January, 2000, identified the requirements of security measures for Indian Airlines. Based on the team's report, Government of India have held discussions with His Majesty's Government of Nepal (HMGN) regarding additional security measures consistent with international civil aviation practice and procedures Considerable progress has been made but some procedures need to be further refined and finalised before resumption of flights of Indian Airlines to Kathmandu.

Upgradation of domestic airports

3823. SHRI PREM CHAND GUPTA: Will the Minister of CIVIL AVIATION be pleased to state :

(a) whether it is a fact that as per the task force on infrastructure plan, seven domestic airports are to be upgraded to international standards;

(b) whether it is also a fact that the airports identified are Bangalore, Hyderabad, Guwahati, Goa, Ahmedabad, Amritsar and Kochi;

(c) if so, whether this proposal has been accepted;

(d) whether it will be in the public or private sector; and

(e) whether Patna Airport has not been identified for this upgradation programme if so, the reasons therefor?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV) : (a) to (c) Yes, Sir. The seven airports have been given international status.

(d) Separately, Government has also given permission for construction of new airports at Devanhalli, Bangalore, Shamsabad, Hyderabad and Mopa, Goa in the private/joint sector.

(e) Patna airport does not have requisite infrastructure for an international airport.

Improvement of customer services at Airports

3824. SHRI ANANTA SETHI : Will the Minister of CIVIL AVIATION be pleased to state :

(a) whether Government are aware of the poor customer services at various Airports and Airline counters;

(b) whether Government have felt the need to bring about improvement in the existing customer services; and

(c) if so, the steps taken by Government in this regard?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV) : (a) to (c) Evaluation of existing machinery of customer services at the airports and airline counters is a continuous process, It is the endeavour of the government and the various agencies involved to bring in improvements in the services by way of systematic changes; upgradation of infrastructure, technology and utilisation of the latest state of the art.

Several customer friendly measures introduced recently by Indian Airlines and Air India are Tele-Booking, Tele Check-in, return and through check, websites etc. Certain steps envisaged to further improve the services include setting up of Kiosks, dissemination of information/lodging of complaints and providing of attitudenal training for the staff at the counters.